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DATE: 8/19/2004

Number of Pages to Follow (including cover sheet): **38**

SEND TO: United States Patent Office
Examiner: Marie C Ubiles
Group Art Unit: 2642
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FROM: Amy J. Pattillo
Tel No: 512-402-9820

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Docket No. AUS920010947US1 Serial No. 10/004,664 Atty: AJP

Applicant: BROWN ET AL

X Amendment X Certificate of Facsimile

X Transmittal Letter

Deposit Acct. No. 09-0447

Fees: Amendment X Notice of Appeal _____ Appeal Brief _____ Other _____

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of Michael Wayne Brown, et al. Serial No.: 10/004,664 Confirmation Number: 9674 Filed: 12/03/2001 Title: ENABLING CALLER CONTROLLED HOLD QUEUE POSITION ADJUSTMENT	: Before the Examiner: : Marie C. Ubiles : Group Art Unit: 2642 : Intellectual Property Law Department : International Business Machines Corp. : 11400 Burnet Road : Austin, Texas 78758
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Mail Stop Box Non-Fee Amendment (Pats)
COMMISSIONER FOR PATENTS
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Sir:

Transmitted herewith is an Amendment in the above-identified Application.

 x No additional fee is required.

 The fee has been calculated as shown below:

	Claims Remaining After Amendment		Highest No. Previously Paid For		Present Extra	Rate	Addit. Fee
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 x Any additional fees required under 37 CFR 1.16 for the presentation of extra claims.

 x Any patent application processing fees under 37 CFR 1.17.

Respectfully submitted,



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CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that this correspondence is being transmitted via facsimile to the United States Patent Office at facsimile number 703-872-9306 and to the attention of Examiner Marie C. Ubiles on August 19, 2004 by Amy Patillo.



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REPLY AND AMENDMENT UNDER 37 C.F.R. § 1.111

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Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

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AUS920010947US1

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10/004,664

A. INTRODUCTORY COMMENTS

Applicants appreciate the telephone conference provided by Examiners Ubiles and Matar. Responsive to the Office Action of May 19, 2004, Applicants respectfully request reconsideration of the outstanding rejections and reexamination of the present application in light of the following amendments and remarks.

Amendments to the Specification begin on page 3.

Amendments to the Claims begin on page 4.

Arguments begin on page 22.

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